

EZ MAIL

General Information

EZ Email service offers customers the ability to receive their vehicle registration renewal notifications electronically by email instead of U.S. Mail. A customer who selects this new service will no longer receive a paper renewal notice. In addition, these customers will receive notifications from Service Arizona regarding the implementation of future services.

Who can use EZ E-MAIL

- Customers who are Type "I"
- The primary registration recipient of the vehicle will receive the renewal notices by email
- If not the primary registration recipient of a vehicle, they will only receive the future Service Arizona generated email notifications

Service Arizona

Customers will be able to sign up for this service through ServiceArizona EZ Address/Email and EZ Renewal via www.servicearizona.com. In addition, these services are available at EZ Service Centers located in various Customer Service offices throughout the state.

Customers will have the option to:

- Add an email address
- Change an email address
- Delete an email address

Customer Service Representatives

With the implementation of this new service, the CSR will see the new transaction (Tran) MDEML and changes to existing trans.

A new customer email database has been created to store customers' email addresses. The CSR will be able to access the new database with the new Tran MDEML. The new Tran will allow the CSR input new email addresses, update or delete existing email addresses.

EZ EMAIL

Trans QVREG, QVREN, and MVREN

The Tran QVREG has been modified to display an indicator that allows the CSR to know how the renewal notice was sent to the primary registration recipient of the vehicle.

The new indicator is located next to the “TRP In Prog” indicator (see attached QVREG Screen Shots).

- If the renewal notice was the paper version sent by U.S. Mail, the indicator will be “US Mail”.
- If the renewal notice was the electronic version sent by email, the indicator will be “Email”.

When the system indicates the renewal notice was sent by email, trans QVREN and MVREN will not display the postage fee, which is not charged on renewal notices sent by email.